



# Oracle

## 1Z0-219 Exam

### Siebel Customer Relationship Management (CRM) 8 Business Analyst

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**Question: 1**

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Which three client types require a locally Installed .srf file?

- A. Web client
- B. Handheld client
- C. Wireless Web client
- D. Mobile Web client
- E. Developer Web client

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**Answer: D**

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Explanation:

Reference:

[http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11\\_siebel\\_client\\_types.pdf](http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11_siebel_client_types.pdf)  
(slide 10, second sub-bulleted point of the first bullet)

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**Question: 2**

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Which two statements are correct?

- A. Business components contain data for one fundamental business entity in the enterprise
- B. A business component is a collection of related business object that represent a major area of business.
- C. The business consists of UI object definitions that specify the content of user interface.
- D. A view refers to one business component whose data can be viewed and edited through a form
- E. A view display, one or more applets which reference business component from the business

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**Answer: A,E**

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**Question: 3**

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Which client accesses local .cfg and .srf files and directly accesses a local database and Siebel file System?

- A. Web Client
- B. Wireless Web Client
- C. Dedicated Web Client
- D. Handheld Client

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**Answer: D**

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**Question: 4**

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What are the two characteristics of Multitenancy?

- A. Agents cannot manually assume appropriate role based on inbound work items.
- B. It allows a Call Center agent to support multiple clients at once.
- C. It allows users to navigate through multi-interactions.
- D. It requires users to change position to access appropriate data.
- E. It allows up-to-date overview of customer service effectiveness.

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**Answer: A,B**

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Explanation:

Reference:

[http://docs.oracle.com/cd/E14004\\_01/books/PDF/CommSrvAdm.pdf](http://docs.oracle.com/cd/E14004_01/books/PDF/CommSrvAdm.pdf)  
(page 188, and 190)

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**Question: 5**

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What is used to capture relationships between Siebel database tables?

- A. Index
- B. User key
- C. Primary key
- D. Foreign key

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**Answer: D**

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**Question: 6**

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For which three types of Siebel objects can a user perform assessments?

- A. Partners
- B. Service Requests
- C. Accounts
- D. Contacts
- E. Opportunities
- F. Activities

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**Answer: C,D,E**

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Explanation:

Reference:

[http://docs.oracle.com/cd/B40099\\_02/books/AppsAdmin/AppsAdminAssessments6](http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAssessments6)

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**Question: 7**

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You are completing a solution to a business requirement, which includes a Siebel workflow process. This workflow updates accounts records with updated corporate information and must run weekly for all accounts. What would be the best method for invoking the workflow?

- A. By a run-time event
- B. Using a custom control
- C. By a workflow policy
- D. Using the workflow simulator

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**Answer: C**

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Explanation:

Reference:

[http://docs.oracle.com/cd/B14099\\_19/integrate.1012/b14062/app\\_siebworkflows.htm](http://docs.oracle.com/cd/B14099_19/integrate.1012/b14062/app_siebworkflows.htm)

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